

Touching the lives of everyone in Newport Beach



FINANCIAL

Increase private donations.
Gain support for facilities projects.



CUSTOMER SERVICE

Reevaluate staffing to address
changing customer needs.
Examine programming needs
of community.



ORGANIZATIONAL READINESS/ INTERNAL PROCESSES

Anticipate technology needs.
Improve service delivery time.



RESOURCES PERSPECTIVE

Update branch collections.
Develop an integrated plan to
meet community needs.

